

TKS Quality – Environmental Management System Manual

**ISO 9001:2015
ISO 14001:2015**

TKS Industrial Company

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1. APPROVAL SHEET

Approved By: 
Yukinori Hamanaka – President

Date: 4/2/2018

Approved By: 
Bob Booth – Executive Vice President
QMS Management Representative

Date: 10/23/17

Approved By: 
Mark Sweeney – Vice President Manufacturing
EMS Management Representative

Date: 10/24/2017

Approved By: 
Jeremy Lopetrone – Purchasing Manager

Date: 10/23/17

Approved By: 
Angie Boccaccio – HR Manager

Date: 10.23.17

Approved By: 
Donna Somerville – Accounting Manager

Date: 10/23/17

Approved By: 
Paul Loveridge – Director of Engineering

Date: 10/25/17

Approved By: 
Irv Shiffman – IT Manager

Date: 10/19/17

2. DISTRIBUTION

Distribution of this manual is done electronically. The electronic version of this manual, located on the TKS Intranet at <https://intranet.tks-america.com>, is considered the master version. All other copies, printed or electronic, are to be considered “Uncontrolled.”

The TKS Industrial Company (TKS) Intranet is a secure web site for the exclusive use by TKS associates only.

3. REVISION LIST

Date	Description of Change
October 19, 2017	Complete rewrite to the ISO 9001:2015 & 14001:2015 standards.
February 2, 2018	Added “ – Environmental” to the Quality Manual title for clarification that the manual is for both the ISO 9001 and 14001 standards. Removed duplicate revision dates section on the Approvals Sheet. Removed “Revision #” from the Revision List table.
April 9, 2018	Change of President from Mr. Toru Takeuchi to Mr. Yukinori Hamanaka.

4. QUALITY POLICY

The executive management for TKS Industrial Company has defined and documented its policy for quality management, which includes objectives for quality and its commitment to quality.

The management of TKS is committed to...

QUALITY POLICY

“Customer First”

We consider anyone who works or does business with us to be a Customer. Our Customers include clients, stakeholders, suppliers, business partners, governing entities, communities and societies.

We recognize and accept our responsibility to be a good corporate citizen and conduct our operation with integrity and goodwill.

We are committed to providing our Customers with products and services that meet or exceed expectations. We will identify and anticipate the Customers’ current and future needs and create and implement quality products to satisfy those needs. Through this, we aim to maintain an impeccable reputation in our field and ensure our success well into the future.

We believe that our actions must instill Customer confidence, instill pride in each of us and enable our company to prosper and grow while continually improving our Quality Management System.”

The Quality Policy complies with the requirements of the ISO 9001:2015 Standard, is relevant to TKS’ organization goals and the needs and expectations of its customers and interested parties. The TKS quality policy is deployed, understood, implemented and maintained at all levels of the organization. The Quality Policy is posted in conspicuous locations at TKS facilities (Troy, MI, Columbus, OH & Job Sites) and discussed with employees.

The Quality Policy is reviewed by Executive Management on an annual basis to determine its relevance to our organization.

The Quality Policy above in this manual is the controlled version. All other deployed copies are considered reference copies.

5. ENVIRONMENTAL POLICY

The executive management for TKS Industrial Company (TKS) has defined and documented its policy for environmental management at the Columbus, Ohio Manufacturing Operation (Shop), which includes objectives and its commitment to the environment.

The management of TKS is committed to...

ENVIRONMENTAL POLICY

We are dedicated to continually improve our manufacturing operation's environmental performance.

We understand and accept the need to prevent pollution in our manufacturing operations.

We acknowledge our obligation to comply with regulatory standards that govern our manufacturing operations.

The Environmental Policy complies with the requirements of the ISO 14001:2015 Standard, is relevant to TKS' Shop goals and the needs and expectations of relevant interested parties and customers. The TKS environmental policy is deployed, understood, implemented and maintained at all levels of the Shop organization. The Environmental Policy is posted in conspicuous locations at the TKS Shop including areas open to the public and is discussed with employees.

The Environmental Policy is reviewed by Executive Management on an annual basis to determine its relevance to the Shop organization.

6. ENVIRONMENTAL MANAGEMENT SYSTEM SCOPE

The Environmental Management System assures that TKS Industrial Company's Columbus Manufacturing operations conform to the ISO 14001:2015 standard. The system assures conformance to legal requirements and the company's environmental policy and provides objective evidence of effective control.

This Quality Manual includes TKS Industrial Company's Environmental Policy, identifies management responsibilities and references supporting Environmental Management System processes. The system commits to continual improvement and ensures that interested parties are considered. We provide leadership to manage the system and communicate it throughout our organization. The system complies with all regulatory requirements and is driven by the environmental objectives defined by management. The system is planned, implemented and reviewed while considering the context of our organization and all significant aspects are reviewed. Effectiveness is measured through internal audits, external audits, corrective actions and management review.

7. ORGANIZATION PROFILE

TKS Industrial Company (TKS) is engaged in the engineering, fabrication and construction of paint finishing systems, specialized drying ovens, industrial ventilation systems and commercial clean rooms for manufacturing applications. Since its beginning in 1981, TKS has grown from an initial group of four Japanese engineers to a major force in this very competitive industry.

Taikisha Ltd., a Japanese company wholly owns TKS Industrial Company. Taikisha initially capitalized TKS in 1981. TKS invested the funds received from its parent company and the profits it has earned in the United States in the acquisition and establishment of its offices in the United States and its subsidiaries in the United States, Mexico, Brazil and Canada. In October of 1995, TKS relocated its corporate headquarters from Dublin, Ohio to Southfield, Michigan. The Southfield office was originally opened in 1989 and was relocated to Troy, Michigan in April 1997. The Troy, Michigan location houses the administrative, sales, engineering and project management staff. TKS also has manufacturing and office space in Columbus, Ohio where it manufactures the sheet metal portion of its systems.

“TKS” is the Japanese way of abbreviating Taikisha. If you were to translate Taikisha into English, it would mean Atmosphere Company, which is derived from Tai meaning big, Ki meaning air and Sha meaning company. Taikisha is one of the largest heating, ventilating and air conditioning or HVAC engineering and construction company in Japan. Taikisha was founded in 1913 as a supplier of construction material to contractors, and has evolved into its current position as a highly respected industry leader in a very competitive worldwide market. Headquartered in Tokyo, Japan, Taikisha, Ltd. has employees and offices throughout Japan as well as in nineteen other countries including TKS in the United States and TKS’ subsidiaries.

On average 1/3 of Taikisha’s revenues were from paint finishing systems. In the United States these systems account for nearly all of TKS’ business. It was a natural evolution in 1953 for Taikisha to design a paint booth and oven for the Isuzu Motors Omori Plant in Japan. As you can imagine, the quality of the paint finish on a car depends on a constant flow of clean air at the proper temperature and humidity passing over the car as it is painted in the booth. The paint is then baked in an oven to decrease the amount of time it takes to dry, but also to provide a clean environment while the paint is still wet. Again, this is basically heating, ventilation and conditioning of the air, which in the 1950’s was Taikisha’s main business. As time passed, Taikisha acquired more of this type of work and its engineers gained more and more practical experience. This experience led to the Mazda U1 plant in 1966. This \$14,000,000 project was an entire automobile paint finishing line and was the basis of Taikisha’s paint finishing technology. Taikisha has used this technology to paint many mass-produced items such as motorcycles, appliances, construction equipment, trains, and even prefab housing components. Through a licensing agreement with Haden-Drysis, Taikisha incorporated the Hydrospin Booth into their technology and became the leading supplier of paint finishing systems in Japan. This growth and development through the 50’s, 60’s and 70’s led to the establishment of the Metal Finishing Division in 1979. As the Japanese automakers expanded their manufacturing into foreign countries during the 1980’s, Taikisha followed at their request. Subsidiaries were set up in Canada, Thailand, Spain,

Taiwan, Australia, Indonesia, Malaysia, the United Kingdom, and of course in the United States.

Realizing that most people and companies want to feel important when they are customers, it's apparent why the most successful companies believe in "Customers First." Taikisha recognized this many years ago and adopted "Customers First" as its motto. In only two words a universal and timeless philosophy is described.

Through individual and group efforts at making the customer first, Taikisha and TKS have earned their repeat and referred clients. To continue this pattern of success, it is essential that Taikisha and TKS:

- Obtain continuous feedback from our customers,
- seek out and employ the best Associates possible,
- provide ongoing education inside the organization,
- continually improve products and services, and
- make sure that all Associates enjoy the personal and financial rewards and benefits of working for one of the world leaders in paint finishing and specialty HVAC systems.

TKS Industrial Company was incorporated on June 15, 1981 as a Delaware corporation. In thirty-five years, TKS has grown to an organization with permanent offices in Ohio and Michigan. TKS is presently registered and/or licensed to conduct business within the United States.

TKS' many satisfied customers include many foreign and domestic manufactures in the automotive and painting finishing markets.

While TKS imports few goods into the United States, TKS has become a major exporter of fabricated ovens, paint booths, and pretreatment systems as well as fans, pumps, controls, valves, heat exchangers and pollution control equipment. Because of its place within the Taikisha Group, TKS is able to provide new worldwide markets for many manufacturers in the United States. TKS has exported process equipment to Canada, Korea, Japan, India, Indonesia, Mexico, China, Taiwan, Venezuela, and Argentina since 1988.

8. Organization Chart

The TKS Organization Chart document is being referenced to provide supplemental information. The master version of this document is located on the TKS Intranet.

9. Process Interaction Diagram of the Quality Management System

The Process Interaction Diagram of the Quality Management System document is being referenced to provide supplemental information. The master version of this document is located on the TKS Intranet.

10. Interested Parties

The following Interested Parties are relevant to the TKS Industrial Co. Quality Management System and Environmental Management System.

<u>Interested Party</u>	<u>Requirement(s)</u> <u>(* Compliance Obligations)</u>	<u>How Monitored / Reviewed</u>
Customers	Project Specifications	Project Review Meetings
Suppliers & Subcontractors	Purchase Orders & Contracts	Delivery Performance, Key Supplier & Subcontractor Evaluations
Ohio Environmental Protection Agency (OEPA)	Environmental Regulations *	Semi-Annual Aspects Review
City of Columbus	Municipal Codes *	Semi-Annual Aspects Review
Authorities Having Jurisdiction (AHJ)	OSHA Requirements *, Building Codes * Local & Federal Laws *	Site Inspections & Reports, Person-In-Charge (PIC) Document
Taikisha Headquarters	Business Performance Metrics, Design Specifications	Periodic Reports & Discussions
TKS Associates	Associate Job Descriptions	Associate Evaluations Associate Handbook
ISO Registrar	ISO 9001:2015 & ISO 14001:2015	Surveillance & Registration Audits

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